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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/057,886

01/29/2002

Shigeru Hidesawa

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05/04/2007

STAAS & HALSEY LLP

SUITE 700

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EXAMINER

DALENCOURT, YVES

ART UNIT

PAPER NUMBER

2157

MAIL DATE

DELIVERY MODE

05/04/2007

PAPER

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

## Office Action Summary

### Application No.

10/057,886

### Applicant(s)

HIDESAWA, SHIGERU

### Examiner

Yves Dalencourt

### Art Unit

2157

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
Period for Reply.

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 26 January 2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-35 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-9, 11-22 and 24-35 is/are rejected.
- 7) ☒ Claim(s) 10 and 23 is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date 12/29/2006
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_

### **DETAILED ACTION**

This office action is responsive to amendment filed on 01/26/2007.

#### ***Response to Amendment***

The Examiner has acknowledged the amended claims 1, 7, 14, 20, 27, 30, and 32.

#### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1 – 9, 11 – 22, and 24 - 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al. (US 6,615,240; hereinafter Sullivan) in view of Yukio et al. (JP 2001-125952).

Sullivan teaches the invention substantially as claimed including a method for automated technical support in a computer network having a client machine, and at least one server from which help is available. (See abstract).

As to claims 1, 7 - 9, 14, 20 - 22, 27 – 28, and 32 Sullivan teaches a client machine, a server machine, a client program, a server program, a service providing method and a service system comprising "the client" (Fig: 1, index 10) " a server (Fig. 1,

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index 12), "a communications line (Fig. 1, index 14), "providing a regular service (Fig. 4, index 60), "a tentative service utilization (Fig. 4, index 74); a regular service utilization procedure (Fig. 4).

Sullivan fails to disclose a point value display section for displaying a point value sequentially changing independently from one or more other client machines when said tentative service utilization section is utilizing a tentative service, the point value becoming a time available in the regular service if the client machine registers to the regular service.

However, Yukio et al. (JP 2001-125952) discloses an analogous advertising system, which displays advertising information on a client computer, and where point values are sequentially changing (see abstract; paragraphs 0007, 0010, 0018, 0022 – 0023, 0029, 0034 – 0036, and 0044).

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to incorporate the point value system of Yukio in Sullivan for the purpose of encouraging user (s) to take services by rewarding them with point values, thereby increasing the number of users to certain services.

As to claims 2 - 3, 13, 15 – 16, 29 - 31, and 33 - 34, Sullivan and Yukio teach all the limitations in claim 1, and Yukio further teaches that said point value display section displays a point value sequentially increasing/decreasing as time passes by when said tentative service utilization section is using said tentative service (see abstract; paragraphs 0007, 0010, 0018, 0022 – 0023, 0029, 0034 – 0036, and 0044).

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to incorporate the point value system of Yukio in Sullivan for the purpose of encouraging user (s) to take services by rewarding them with point values, thereby increasing the number of users to certain services.

As to claims 4 - 6, 11, 12, 17 - 19, 24 - 26, and 35, Sullivan and Yukio teach all the limitations, and Yukio further discloses a point value updating section for sequentially updating a point value displayed at said point value display section when said tentative service utilization section is utilizing said tentative service (paragraphs 0007).

The motivation applies to claims 1, 7, 14, 20, 27 and 32, applies also to claims 4 - 6, 11, 12, 17 - 19, 24 - 26, and 35.

Claim 36 is rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al. (US 6,615,240; hereinafter Sullivan) in view of Yukio et al. (JP 2001-125952), and further in view of Applicant's admitted prior art.

As to claim 36, Sullivan and Yukio teach substantially all the limitations in claim 1, but fails to specifically teach that said tentative service is a non-chargeable tentative service and said regular service is a chargeable regular service.

However, Applicant's admitted prior art discloses such recitation (see specification, pages 1 and 2). Thus, it would have been obvious to one of ordinary skill in the art at the invention was made to modify the teachings of Sullivan and Yukio by providing a non-chargeable tentative service and a chargeable regular service for the purpose of highly increasing system users.

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***Allowable Subject Matter***

Claims 10 and 23 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

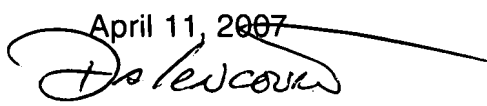
**Contact Information**

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Yves Dalencourt whose telephone number is (571) 272-3998. The examiner can normally be reached on M-TH 7:30AM - 6: 00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571) 272-4001. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

April 11, 2007

  
**YVES DALENCOURT**  
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